

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Performance Roof Systems

Missouri Enterprise

Performance Roof Systems Achieves Iso 9002:1994 Certification

Client Profile:

Performance Roof Systems, Inc. manufactures high-performance Derbigum® modified bitumen roofing systems. Founded in 1979 in Kansas City, Missouri, Performance Roof Systems is part of an international group (PRS, SA) headquartered in Brussels, Belgium. This group is the world's largest manufacturer of atactic polypropylene (APP) modified bitumen roofing membranes. PRS, Inc. is also an industry leader in the application of cold-process modified bitumen membranes with Permastic® Adhesives. The company employs less than 100 people.

Situation:

Performance Roof Systems (PRS) realized that the industry is becoming more competitive and that as a supplier of premium roofing products, it had to maintain the highest quality in the industry. PRS decided to implement an ISO 9000 Quality Management System in the fall of 1999. The company contacted Missouri Enterprise, a NIST MEP network affiliate, for assistance.

Solution:

Missouri Enterprise began providing assistance in January 2000. Missouri Enterprise has close working relations with the State of Missouri's Department of Economic Development, enabling the organization to help PRS apply for, and receive, funding assistance that reimbursed the company for 50 percent of the sometimes prohibitive cost of assistance.

Over the course of the next year, Missouri Enterprise provided project management services, expertise, and training on a weekly basis to help PRS develop the necessary documentation for ISO certification. Missouri Enterprise also provided implementation assistance to make sure PRS's policies and procedures conformed to ISO 9002:1994 standards. Missouri Enterprise helped PRS reorganize its manufacturing facility, document its key processes, establish baseline performance measurements, and log and analyze nonconformities. Improvement efforts resulted in significant reductions in scrap, rework, waste, and down time. After more than a year of sustained effort toward improving its quality systems, PRS passed a rigorous audit administered by ITS Intertek and received its ISO 9002:1994 certification.

Results:

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Achieved ISO 9002:1994 certification in July 2001.

Subsequently updated system to ISO 9001:2000 in January 2000, the first in the industry to accomplish this feat.

Enjoyed significant growth.

Improved internal procedures.

Reduced scrap, rework, waste, and down time.

Testimonial:

"I was impressed with the professionalism and the vitality of the MEP effort and was proud to be able to be involved in the processes they took us through.

Missouri Enterprise continues to help us improve our business and works to make sure the program stays on track."

Greg Perkins, President